

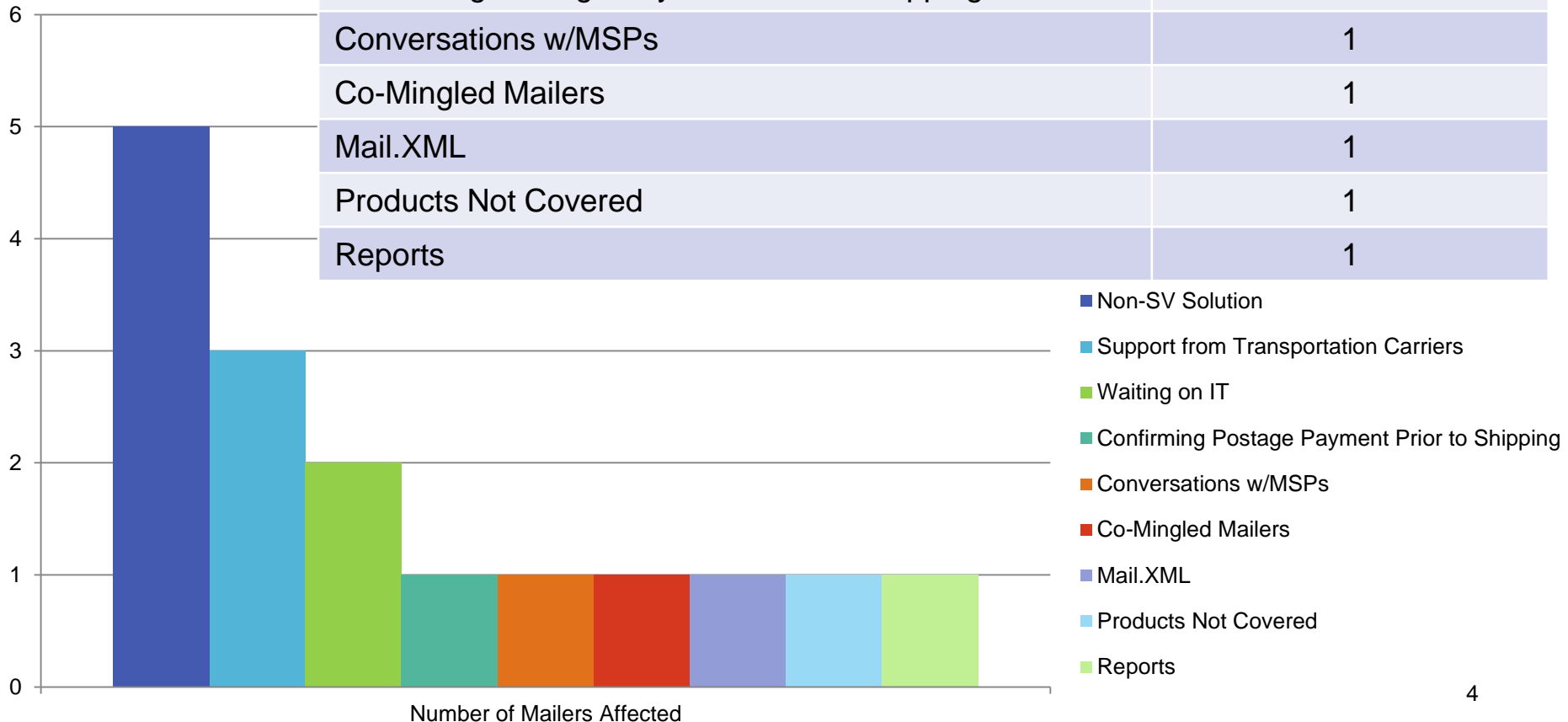
# MTAC 138

June 4, 2014

- **Roll Call**
- **Review Minutes from Previous Meeting**
  - Non-SV Solution
- **Summary of Mailer Concerns**
  - eInduction Invoicing
  - Scan Data Availability
  - August 2014 Release
- **DSMS and eInduction**
- **eInduction Tiger Teams**
- **Actions from Previous Meeting**
- **Questions**
- **Appendix: Additional Industry Issues**

- **Roll call for meeting minutes accuracy**
- **Minutes from May meetings have been distributed and posted on MITS**
- **The Non-SV process was discussed in detail during the MTAC 138 face-to-face meeting on May 22**
  - Presentation was distributed to MTAC 138 participants and will be posted on MITS
  - Questions may be directed to [eInduction@usps.gov](mailto:eInduction@usps.gov)
- **Questions or concerns?**

Barrier to eInduction Adoption/Use Expansion	# of Mailers Affected
<b>Non-SV Solution</b>	<b>5</b>
<b>Support from Transportation Carriers</b>	<b>3</b>
<b>Waiting on IT</b>	<b>2</b>
Confirming Postage Payment Prior to Shipping	1
Conversations w/MSPs	1
Co-Mingled Mailers	1
Mail.XML	1
Products Not Covered	1
Reports	1



## Industry Issue

This issue occurs on tracing container scans when an unexpected appointment is recreated and there isn't a link back to the original container and appointment. An example is when a logistics provider uses XYZ Freight for LTL redistribution. The logistics provider may make the original appointment, but might have to drop the freight at XYZ's terminal. In that case, XYZ Freight will use their standing appointment. When this occurs, the IMb and associated content will not match the appointment. The IMb will show postage paid if the USPS digs around for the connection, but will the logistics provider be penalized and/or invoiced? How will the USPS handle this situation? We're told some of these LTL freight companies (FedEx for example) have approached the USPS, but then did not follow up or show any additional interest in working towards a resolution.

USPS needs to have a solution for undocumented pieces that doesn't rely on container scans for proof of payment for logical mailers. Undocumented or duplicate container scans do not indicate unpaid postage in a logical mailing.

Need to define the responsible parties related to the decision making on an eInduction pallet. Who will be able to make decisions on a pallet or investigate issues related to mistakes whether industry or USPS. This May be an issue for a newly proposed MTAC WG.

Evaluation of loss of drop ship discounts responsibility:

- How do we know whose fault it is? We could have made an error, and we use six vendors. In addition to the possible vendor error, what about the USPS?
- How do we prove who is responsible for the error?
- If it's the USPS and there MDF file how do we prove it?
- Resources and personnel to research the errors and resolve them.

Where is the sample invoicing? Need to review this well in advance of the planned live July 2014 date.

Need to analyze in depth the accuracy of Data quality reports. We have invoice \$'s showing up on facilities that are not doing eInduction.

- **Invoicing and error calculations**
  - Incorrect
  - All items scheduled for fix after October 2014
- **Undocumented for Logical Mailers**
  - USPS going to value stream map mailer facility in Jacksonville
  - Continue discussions with workgroup
- **Invoicing Screenshots and Process**
  - Available in early June
  - Will review with MTAC workgroup

eInduction Error Thresholds	
Error	Threshold
Payment/Undocumented	> 0.1%
Mis-Shipped	> 2%
Entry Point Discount	> 2%
Zone Discount	> 1%
Duplicate Container	> 1%

## Industry Issue

All eInduction pallets will be flagged as “Y” in the Mail.dat files submitted to PostalOne! and the logistics consolidator by the mailer. The mailer needs to enter the logistics consolidator’s CRID into the mail.dat file as the transportation provider so the logistics consolidator will be allowed access to the ContainerStatusQueryReport to learn if there are any issues with the pallet(s), such as wrong entry facility, no payment, etc.

This is necessary because at this time, logistics consolidators do not have MicroStrategy report access or access to any scan data even though they make the appointments and are responsible for the pallet from mailer handoff to induction. Is there a plan to allow 3P logistics providers to have MicroStrategy access and access to scan data? Is there anything the logistics consolidator has to do to gain access to the ContainerStatusQueryReport? Will this report provide for electronic Proofs of Delivery?

USPS reporting of scan data needs to be both accurate and timely. The USPS and industry need to define an acceptable threshold of when the scans will be available to the concerned parties (mail owner, transportation vendor and M.dat submitter) and what level of data quality can be expected. Scans must be used for Proof of Delivery and there needs to be a way for USPS (BSN) as well as industry to have easy access to scan data.

There needs to be further education of the BSN network and USPS operations that proof of a scan is sufficient for a POD. Today BSN's, at the request of the plant/district operations group is requesting POD in form of a signed 8125 before they will investigate a lack of piece tracking scans.

Regarding proof of payment:




- a. For non-SV sites, the logistics provider will receive stamped 8125s as they do now and ship the original with the associated pallets. The document assures us postage has been paid.
- b. For SV sites, the logistics provider won't receive 8125s, as in a DSMS program. 3P logistics companies are told they will be able to determine the postage payment status via the ContainerStatusQueryReport, but they don't want to ship any container prior to postage being paid.
- c. Is there another way eInduction allows for the monitoring of postage payment?

- **Data is available in 2 reports:**
  - Shipping Summary
  - eInduction Mailer Summary → Container Summary Drill
- **Portion of scans are not reported: Unclosed appointments**
- **3rd Party Access**
  - Only via Mail.XML messaging
  - Future requirements to open reports to 3rd parties



## Shipping Summary Report

- Available in *PostalOne!* dashboard once eDoc uploaded
- Displays validation status
- Confirm containers are ready to induct

<a href="#">29220913</a>	124702745	Multiple	No	Yes	09/13/2013	09/04/2013	In Home 9/13	 <a href="#">Shipping Summary Report</a>	32802	Multiple	BP	832	\$1,800.59	Multiple	
<a href="#">28480913</a>	124693133	Multiple	No	Yes	09/13/2013	09/04/2013	Dream Products	 <a href="#">Shipping Summary Report</a>	19471	Multiple	SM	593,269	\$121,765.60	Multiple	
<a href="#">28470909</a>	124634318	Multiple	No	Yes	Multiple	09/03/2013	Cat Music 9/9	 <a href="#">Shipping Summary Report</a>	35287	Multiple	SM	189,038	\$43,480.46	Multiple	

Mail Exporter/Carrier Clerk ID:

Shipment Status:

Departure Date/Time:

Job Summary Information

Job ID:

CMAT9875

Mailing Group ID:

60424378

Class:

2

Job Name:

Full maildat: QG413K

Process Cat:

FL

Total Pieces:

1,211

Mail Preparer:

QUAD DIRECT

Destination Locale Key:

W12399

Total Weight:

360

Postage Statement Mailing Date:

03/10/2014

Destination Zip Code:

Multiple

Total Container Count:

5

USPS Transported Containers:

5

eInduction Containers:

5

Shipment Results

Scheduled Containers:

5

Containers Scanned:

0

Missing Containers:










5

Returned Containers:

0

Extra Containers:

0

Pre-Induction State	Container Barcode ID	Destination Facility	Destination Locale Key	Rate Level	Continuous Mailer	In Home Date	Start the Clock Date	Unload Status	Date/Time Unloaded	Multi-stop Misship Override	Induction	Problem Description	Problem Resolution
 AV P	99M900002741000363638	53072 (530)	W12399	AH									
 Z													
 AV P	99M900002741000363639	53027 (530)	W12399	AH									
 AV P	99M900002741000363640	53027 (605)	W12399	AB									
 Z LB													
 AV P	99M900002741000363641	53027 (980)	W12399	Z									
 Z													
 AV P	99M900002741000363642	53027 (605)	W12399	AB									
 LB													

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## Draft screen shot of revised Shipping Summary Report

[Home](#) > [Reports](#) > [Job Summary Report](#) > **Container Detail by Appointment Report**

Finance Number : 517716

**Planned Appointment Summary**

Appointment Number:	75Z-03344	Total Containers:	5	Scheduled Arrival Date/Time:	
Origin Plant Location:		Destination Entry Location:		eInduction Percentage:	
		USPS Transported Containers:	0	eInduction Containers:	5

**Induction Appointment Summary**

Entry Office:	DALLAS NDC TX	Total Containers:	5	Arrival Date/Time:	03/20/2014 02:42:11 PM
Transport Company:				Started Unload:	03/20/2014 02:42:51 PM
USPS Receiving Employee:	D36D00			Ended Unload:	03/20/2014 02:43:51 PM
Mail Expeditor/Closer Clerk ID:	D36D00	Shipment Status:		Departure Date/Time:	

Container Barcode	eInduction Container	Pre-Induction	Release Status	Container Destination	Destination Locale Key	Appointment Number	Date/Time Unloaded	Unload Status	Induction Status	Post-Induction	Continuous MID	USPS Pick Up
99M123456	Yes		Released	60126	A09879	75Z-03344	3/31/2014 12:00am	Expected	Accepted		Yes	Yes
99M122356	No				B09876	75Z-03344	3/31/2014 12:00am		Accepted		No	
99M003654	Yes	EPD	Cancelled	63139	C12345	75Z-03344	3/31/2014 12:00am	Expected	Rejected	PZ PM	No	No

Figure 25 – Desired State of Shipping Summary Container Detail by Appointment Report columns (with header above)

## eInduction Mailer Summary

- Available through MicroStrategy
- Drill to job and container
- All eInduction mailings

eDoc Submitter	# Jobs	# eInduction Containers	# Containers Not Expected	# Containers Finalized/FPP for eInduction	# Manual Override Containers	# Containers with SV Unload Scan
<a href="#">5161545</a> <a href="#">ABBEY LOCATION</a>	7	446	0	230	0	0
All	7	446	0	230	0	0

# SV Unscannable Warnings (Scan)	# Payment Errors (Pre)	# Non-SV Missing Appointment Errors (Pre)	# EPD Warnings (Pre)	# Labeling List Warnings (Pre)	# Zone Based Warnings (Pre)	# USPS Transported Appointment Warnings (Pre)
0	216	394	394	28	0	0
0	216	394	394	28	0	0

# Containers Sent to SV	# Containers Sent to FAST	# Duplicate Barcode Errors (Post)	# Duplicate Containers within Appointment Warnings (Post)	# EPD Errors (Post)	# Payment Errors (Post)	# Unique Barcode Warnings (Post)
175	0	0	0	0	0	0
175	0	0	0	0	0	0

- **DSMS will continue to be an option for mailers who want to use eInduction – the system is not being retired**
- **No change to the DSMS Release process**
  - Acceptance personnel will continue to release handling units/containers in DSMS system
- **No change to the DSMS verification – will still be driven by PBV**
  - eInduction containers should not be included on 8125-CD forms
  - Mailer DSMS Systems should be updated to not print 8125-CD forms for eInduction containers
    - Functionality will be checked by Business Mail Support during annual DSMS audits

- **Tiger Teams have been organized to focus efforts on major eInduction goals:**
  - Increase eInduction adoption to 50% of drop shipment volume
  - Increase percentage of scan compliant facilities to 90%

- **Support for scan-based induction at non-SV sites**
- **Allow mailers to use ORIGIN in locale key field**
- **Improved Mailer Scorecard, Shipping Summary Report**
  - Layout
  - Defects fixed
- **Eliminate dropped container release messages**
  - *PostalOne!* to SV
  - Fixes Paid Not Expected
- **Enable barcode-content association via eDoc for one-time appointments**

- ~~Send out 5.22.2014 minutes and post to MITS~~
- ~~Confirm current eInduction goal volume~~
- **UNDER INVESTIGATION:**
  - Provide draft of eInduction Certification to industry
  - Review and discuss the value of incentive for 100% eInduction loads
  - Discuss SV expansion with SV Team
  - Confirm PO! Data comparison for a paid container
  - Review IT system design to ensure that eInduction containers included on 8125 counts will not result in system failure(s)
  - Review feasibility of including error information on Mailer Scorecard around the number of eInduction containers incorrectly included on 8125 counts
  - Determine when data will be available from non-SV sites in the Shipping Summary Report
  - Work with SV Team to determine potential impacts of entry point scan information alignment error

# Questions?



# Appendix

## Additional Industry Issues

Industry Issue	Specific Industry Concern
<p>If a container is received at an incorrect facility (mis-shipped) and the container is for the previous or subsequent drop on the same load, the container will be inducted (if the mailer selected, Mis-ship Accept = "Y") and then shipped at USPS cost and the mailer will not lose the drop ship discount. But, if the container is for some other drop on the load or does not belong on the load at all, the container will be inducted, but the mailer will lose the drop ship discount. Is there any provision for the logistics consolidator to compare the cost of reshipping the container versus the cost to the mailer of losing the drop ship discount before the final determination is made on how to handle the pallet? If not, logistics companies may opt to tell all customers to not make the "Accept" selection. May need to explore additional options for these pallets. For example giving others (mail owner or m.dat submitter) an OK on their dollar for acceptance of the pallet.</p>	<p>Logistics carriers will prevent mailers from using Misshipped Accept option unless carriers can make determination to hold/induct pallet on the dock</p>

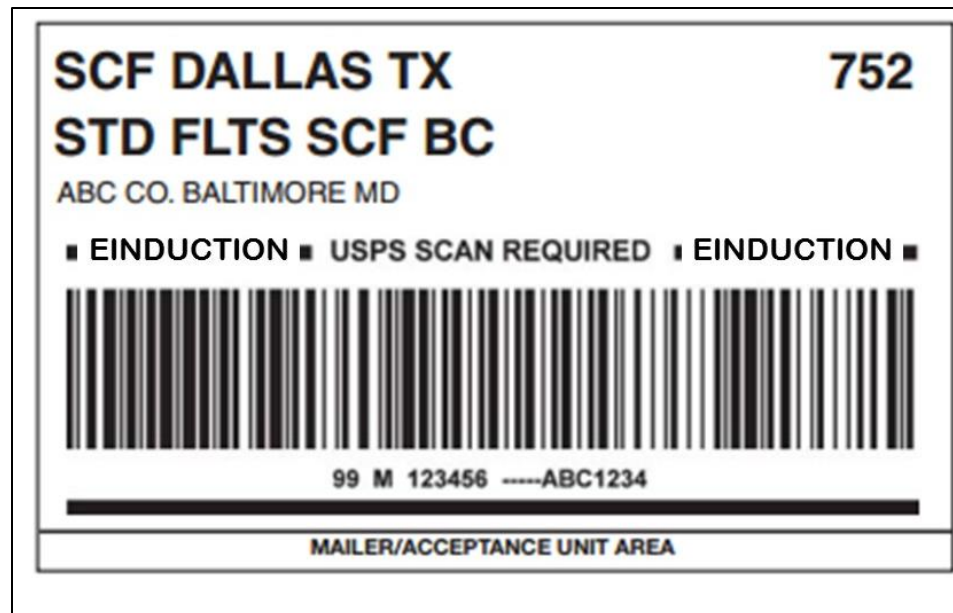
- Allocation of responsibility for invoice amounts is a non-USPS issue
- Identifying carrier for invoicing is optional
- eDoc submitters can retain the ability to receive invoices for misshipped
- Recommendation: Close

Industry Issue	Specific Industry Concern
<p>Until the non-SV sites are electronically visible to the PostalOne! system, we currently report back to Kelly on what is working and what is not working. The USPS has acceptance issues at facilities where the personnel still do not understand the process (See comment below from a transportation vendor). For example, SV sites will stamp/sign the Bill of Lading if asked, and if they refuse to do so, Industry has been directed to send an email to <a href="mailto:eInduction@usps.gov">eInduction@usps.gov</a>. Work Group 138 should not sunset until all issues are satisfactorily resolved to the agreement of the USPS and Industry.</p> <p>Comment: "Refusals at just about every facility around the country, essentially they are not following process and scanning all pallets first. The facilities want us to provide them a list of pallets that are eInduction before they will accept my trucks, which totally defeats the purpose and is not a requirement ... Kelly and team (at the USPS) have been working very closely with us to resolve the issues as they happen but they were coming in too fast and furious for us to manage."</p>	<p>USPS personnel at USPS entry points are not following the PVDS process, refusing shipments, and not signing the Bill of Lading</p>

- USPS signs the Bill of Lading as a courtesy to mailers
- Process compliance issues are now tracked daily and sent to the field for remediation
- COO gets weekly updates on Process Compliance issues
- Please continue to inform the eInduction team of refused shipments
- Recommendation: Report process compliance status during bi-weekly MTAC 138 meetings

Industry Issue	Specific Industry Concern
Has a determination been made on where the (optional) notice “eInduction” can be printed on the IMb placard? Will this even be needed in the world of 100% eInduction ?	Adding optional “eInduction” marking to container placard

- Addition of eInduction marking approved
- Scheduled for publishing in May 29<sup>th</sup> edition of the Postal Bulletin
- Recommendation: Close



Industry Issue	Specific Industry Concern
What happens if PostalOne! is down and mailers cannot upload mail.dat files to PO!? There is not paper clearance document and the containers will look as "unpaid" in PostalOne!, due to a software bug.	Shipping eInduction containers when mailer is unable to upload eDoc file

- Mailers will follow external *PostalOne!* outage contingency process
- Mailers/BMEU must open helpdesk ticket
- Notify the eInduction team and FAST Helpdesk about issue
  - Provide helpdesk ticket # for validation of issue
- Containers will be accepted under the eInduction outage contingency process
- Resolution: Publish eInduction outage contingency process in next eInduction Guide to Mailers

Industry Issue	Specific Industry Concern
Mail.XML needs to be fully tested to support all messages that support eInduction.	Mail.XML eInduction update/status messages have defects or gaps

- Mail.XML status messages tested during past 4 *PostalOne!* releases
- Messages passed testing to the design/requirements
- Recent performance issues have been identified: No/Slow response
- Improvements to response message contents have been identified
- Resolution:
  - Performance improvements included in August 2014 release
  - Improvements to response message contents are now requirements for the January 2015 release
  - Report on results of CAT testing in June 2014
  - Gather additional improvement ideas from industry prior to January 2015 BNS submission

Industry Issue	Specific Industry Concern
What will be the transition plan to remove use of the eInduction flag in PO! and the current "firewall" that must be cleared to get a postage payment status message to work when we go 100%?	Will the requirement to flag eInduction containers be removed with 100% volume is eInduction

- eInduction flag will remain a requirement until eInduction supports all use cases for PVDS/origin entry shipments
- Resolution:
  - Include plans to eliminate eInduction flag in eInduction roadmap
  - Defer until eInduction supports all use cases

Industry Issue	Specific Industry Concern
What will be the transition plan to remove use of the eInduction flag in PO! and the current "firewall" that must be cleared to get a postage payment status message to work when we go 100%?	A "firewall" prevents submission of postage statement status messages

- There is a current CRID filter for eInduction mailings
- The CRID filter will be re-assessed when 80% of mailer shipment volume is eInduction and the scan-based solution for non-SV sites is in place
- The eInduction CRID filter does not prevent submission of Mail.XML status messages
- Resolution:
  - Include plans to eliminate eInduction flag in eInduction roadmap
  - Defer until eInduction supports all use cases



Industry Issue	Specific Industry Concern
<p>USPS reporting of scan data needs to be both accurate and timely. The USPS and industry need to define an acceptable threshold of when the scans will be available to the concerned parties (mail owner, transportation vendor and M.dat submitter) and what level of data quality can be expected. Scans must be used for Proof of Delivery and there needs to be a way for USPS (BSN) as well as industry to have easy access to scan data.</p> <p>There needs to be further education of the BSN network and USPS operations that proof of a scan is sufficient for a POD. Today BSN's, at the request of the plant/district operations group is requesting POD in form of a signed 8125 before they will investigate a lack of piece tracking scans.</p>	<p>BSN and operations do not accept scan data as Proof of Delivery</p>

- Resolution:
  - eInduction Team will prepare service talk for all operations and BSN personnel
  - Service talk will provide guidance on the use of scan data for POD and include guides to reports
  - USPS will share service talk no later than June 15, 2014

Industry Issue	Specific Industry Concern
FAST will not allow for the updating of content within 1 hour prior to an appointment time. Will this be waived/adjusted for eInduction?	

- This will not be waived for eInduction
- Resolution: Close
  - Content/appointment association is no longer relevant to eInduction after scan-based eInduction for non-SV sites is deployed

Industry Issue	Specific Industry Concern
For first class, physical containers of a single logical container may be dropped at different Locale Keys at different times of the day. eDoc only allows for one Locale Key. In a logical environment, we do not know which pieces, trays or containers are dropped at what Locale Key. The CSA could have multiple Locale Keys for a separation, but Mail.dat only allows one. This needs to be resolved.	Specification of discrete entry point in eDoc for first class mailers with CSAs

- In the August 2014 release, USPS will support the use of ORIGIN in the locale key field for eInduction mailings
- This will make the containers available to all facilities, preventing false misshipped or Not Expected issues
- Resolution: Close

Industry Issue	Specific Industry Concern
For overall efficiency eInduction needs to support all products that use an 8125 or 8017 (BPM parcels for example).	Expand eInduction to support all product types

- eInduction has not been tested for BPM parcels
- For parcels, eInduction and eVS must deconflict any expansions
- Resolution: Defer
  - Add to eInduction roadmap

Industry Issue	Specific Industry Concern
At the Jan 2014 MTAC the USPS had slide that discussed mandating eInduction. No definition of what that meant was presented. Assumption is the 8125 and 8017 would then become obsolete. If this is not the case how will the USPS attempt to limit the inefficient use of the 8125 or 8017. What would be the penalty if the wrong product was on the paper document?	Clarification of eInduction mandate and retirement of the 8125 and 8017 forms

- eInduction will not be mandatory until enabled at all entry points and for most use cases
- 8125/8017 retirement will be included in plans to move to 100% eInduction via mandate or voluntary adoption
- Resolution: Defer
  - Add to eInduction roadmap

Industry Issue	Specific Industry Concern
What savings can be accomplished by going to 100% eInduction?	

- By moving to 100% eInduction additional efficiencies are gained at origin for mailers who do not need to generate any paper 8125s/8017s
- The dock process is streamlined for a 100% eInduction load, speeding mail entry
- Resolution: Close

Industry Issue	Specific Industry Concern
With only 4% pallets currently being eInducted, it seems a little premature to start talking about mandating a change like this. The WG needs to take some time and understand how 8125's are currently being used throughout the mailing supply chain and what impacts eliminating the 8125 will have on existing business processes (while the percentage of eInduction pallets is in flux, the issue remains).	Impact on industry business process when 8125/8017 retired

- eInduction volume is greater than 25%
- To reach 100% eInduction, USPS will work with industry to address business process changes
- 8125/8017 will not be retired until all use cases that require paper forms have been addressed
- Resolution: Close
  - Addressed with individual mailers during onboarding
  - Duplicate of issue #20

Industry Issue	Specific Industry Concern
<p>We still have yet to receive an "official" email or letter stating we are live on eInduction, which is the published process:</p> <ul style="list-style-type: none"><li>a. Mailer sends notice to FAST with their CRID letting them know that they want to use eInduction.</li><li>b. BMS office confirms local BMEU is trained in eInduction process.</li><li>c. BMS notifies PostalOne! that CRID should be turned on to for eInduction.</li><li>d. Letter gets sent to mailer notifying them that they can begin to ship eInduction.</li></ul> <p>This is not an issue for us, but a concern because we were requesting the "official" email or letter be sent to us from clients so we know they are activated with the USPS before we allow them to ship to us without 8125 or through DSMS.</p>	<p>BMS has not sent letter to approved mailers per published process</p>

- Letter is not a requirement to participate
- BMS will send official letters upon request
- Resolution: Close
  - Mailers contact BMS or BME with specific questions